



David J. Johnson  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

February 13, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Customer Satisfaction Program 19B34**  
Certain 2018-2019 Model Year Mustang GT350 Vehicles  
Gearshift Lever Assembly Reverse Lock-Out

**PROGRAM TERMS**

This program will be in effect through February 13, 2022. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2018-2019	Flat Rock	June 5, 2018 through August 26, 2019

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

On some of the affected vehicles, the gearshift lever reverse lockout feature may not function as intended if the gearshift lever assembly becomes damaged during an aggressive shift event. This may cause some difficulty shifting into first gear because the gearshift lever can travel to reverse without having to lift the reverse lockout mechanism. If the vehicle is in reverse gear, the driver will receive an overt indicator with the reverse backup camera display appearing. The driver can only shift to reverse when the vehicle is stopped.

**SERVICE ACTION**

Dealers are to replace the gearshift lever assembly. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of February 24, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

**Customer Satisfaction Program 19B34**  
Certain 2018-2019 Model Year Mustang GT350 Vehicles  
Gearshift Lever Assembly Reverse Lock-Out

**OASIS ACTIVATION**

OASIS will be activated on February 13, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on February 13, 2020. Owner names and addresses will be available by March 13, 2020.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **February 13, 2022**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with a gearshift lever assembly replacement.

**RENTAL VEHICLES**

If customers request a rental Dealers are pre-approved for up to one day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval for more than one rental day is required from the SSSC via the SSSC Web Contact Site.

**Customer Satisfaction Program 19B34**  
Certain 2018-2019 Model Year Mustang GT350 Vehicles  
Gearshift Lever Assembly Reverse Lock-Out

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (19B34) is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 19B34
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

**Customer Satisfaction Program 19B34**  
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 Gearshift Lever Assembly Reverse Lock-Out

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the gearshift lever assembly	19B34B	1.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
FR3Z-7210-G	Gearshift lever assembly	1	1
4R3Z-7C211-AA	Gearshift lever threaded pin	1	1
W520101-S440	Nut – gearshift lever to body studs (2 req., 4 per package)	1	2
N800594-S101	Bolts – driveshaft to transmission flange (4 req., 4 per package)	1	4
FR3Z-7213-C	Shift knob – gear change lever	1	1

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2018 - 2019 MODEL YEAR MUSTANG GT350 VEHICLES — GEARSHIFT LEVER ASSEMBLY REVERSE LOCK-OUT

### SERVICE PROCEDURE

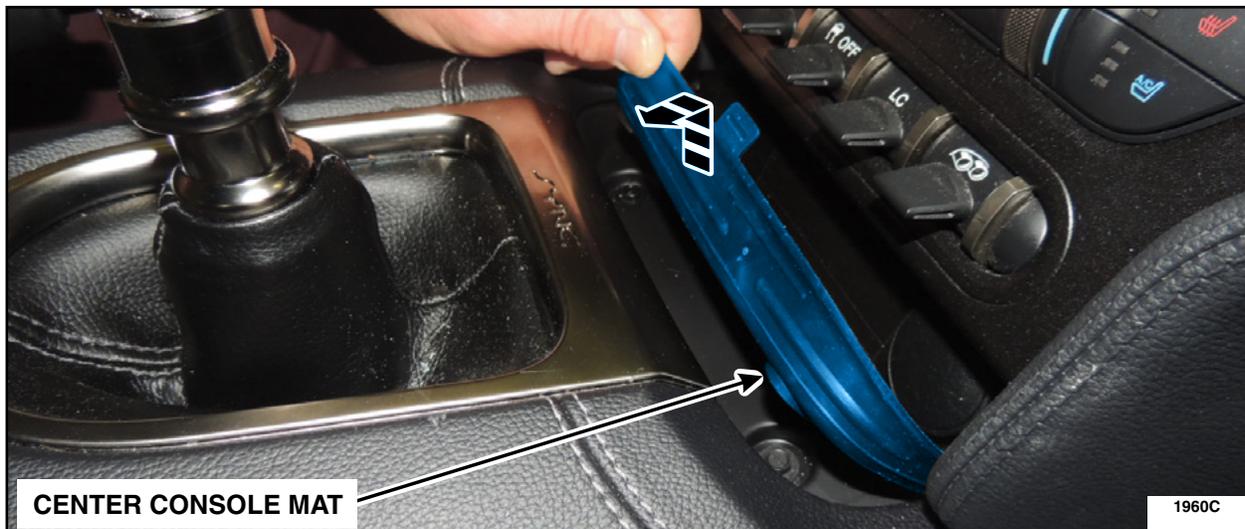
**NOTE:** For an aftermarket shift knob that is to be re-used per customers request - first wrap the knob several times with tape (painters/gaffers tape recommended), and then use a rubber strap wrench as shown for knob removal.

1. Using a strap wrench or suitable tool, turn the gearshift knob counter clockwise to remove and discard. See Figure 1.



**FIGURE 1**

2. Remove the center console mat. See Figure 2.



**FIGURE 2**



3. Using a plastic trim tool, gently pry upwards to release the gearshift bezel. See Figure 3.

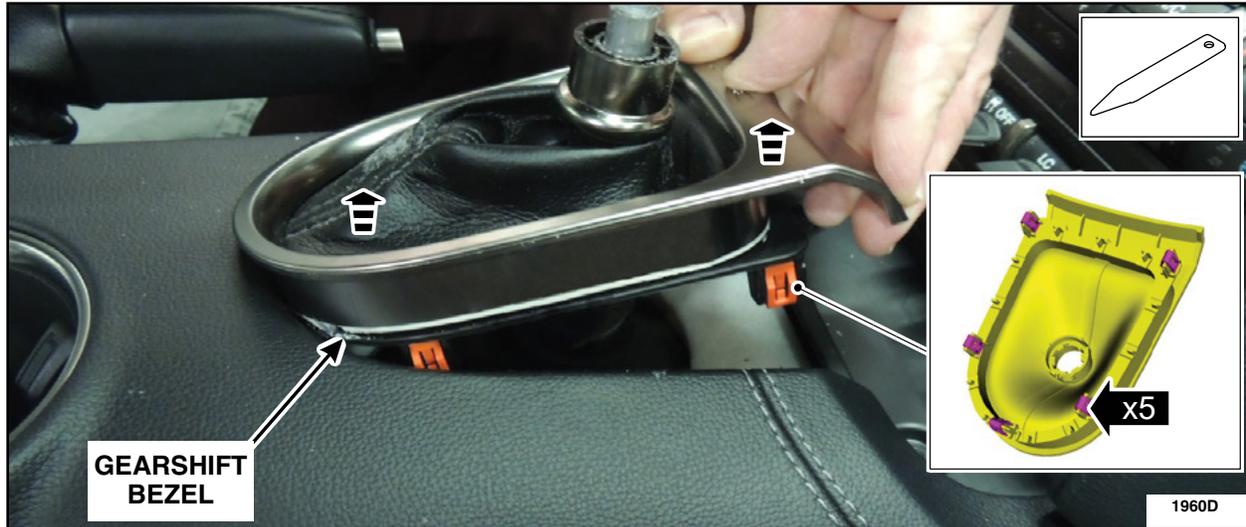


FIGURE 3

4. Using two small screwdrivers, insert the screwdrivers into two of the three retainer tabs of the reverse lockout sleeve. Pull the reverse lock out sleeve upwards to remove from the gearshift lever shaft. See Figure 4.

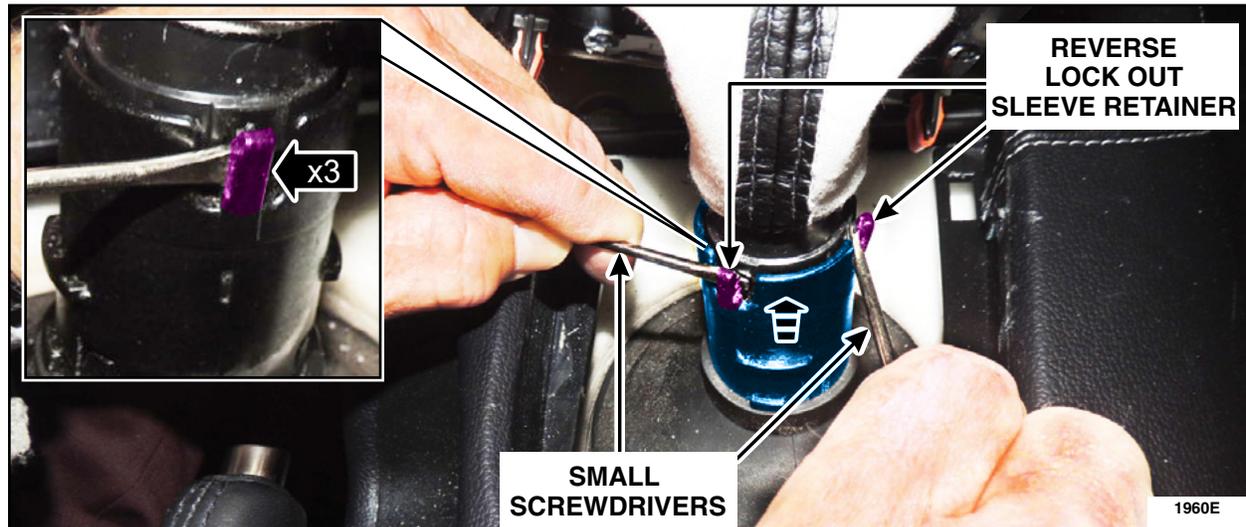
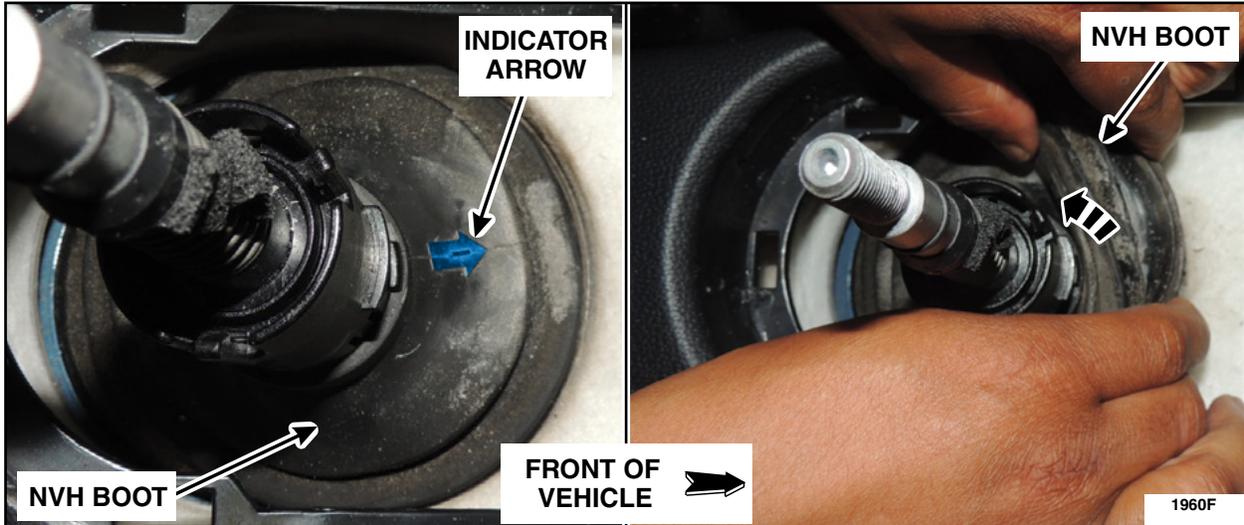


FIGURE 4



5. Remove the rubber NVH boot by prying upwards on the front portion. See Figure 5.

**NOTE:** Note the location of the indicator arrow on the NVH boot for re-installation.



**FIGURE 5**

**NOTE:** Ensure the vehicle is in neutral and parking brake is disengaged.

6. Raise the vehicle on a hoist. Please follow the Workshop Manual Procedures in sections 100-02.

7. Loosen the exhaust clamp nuts. See Figure 6.



**FIGURE 6**

**NOTE:** Do NOT remove the exhaust system.



8. Release the exhaust clamp safety retainers and position the exhaust clamps rearward allowing the exhaust to hang. If there is too much tension to position the exhaust clamps rearward, use a flat head screwdriver to spread open the exhaust clamp. See Figure 7.

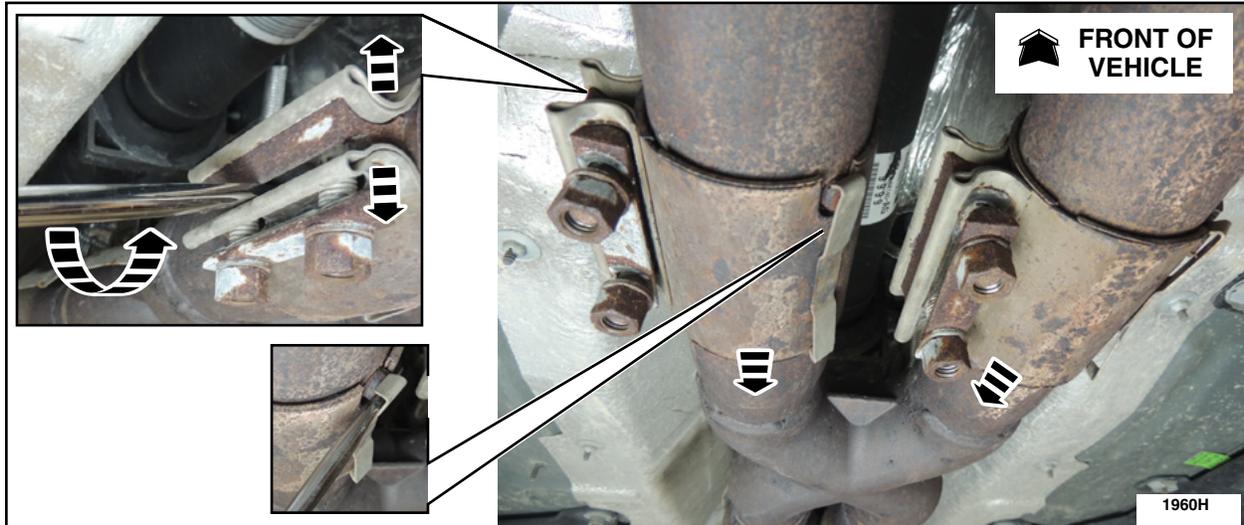


FIGURE 7

9. Mark the driveshaft and transmission flange using a paint stick or suitable tool. See Figure 8.

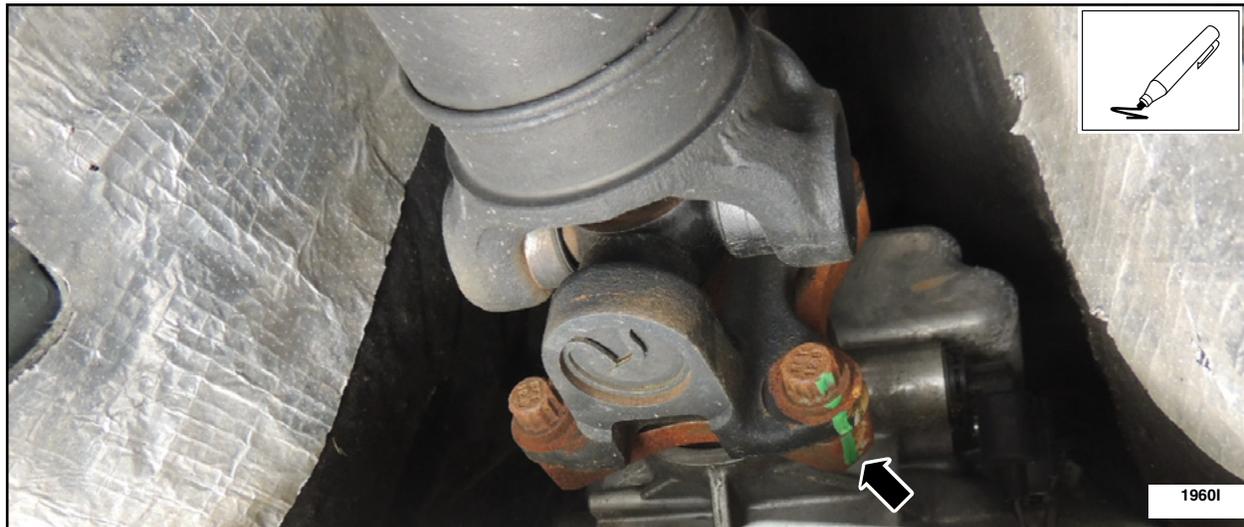


FIGURE 8



10. Remove and discard the four driveshaft to transmission flange bolts. See Figure 9.

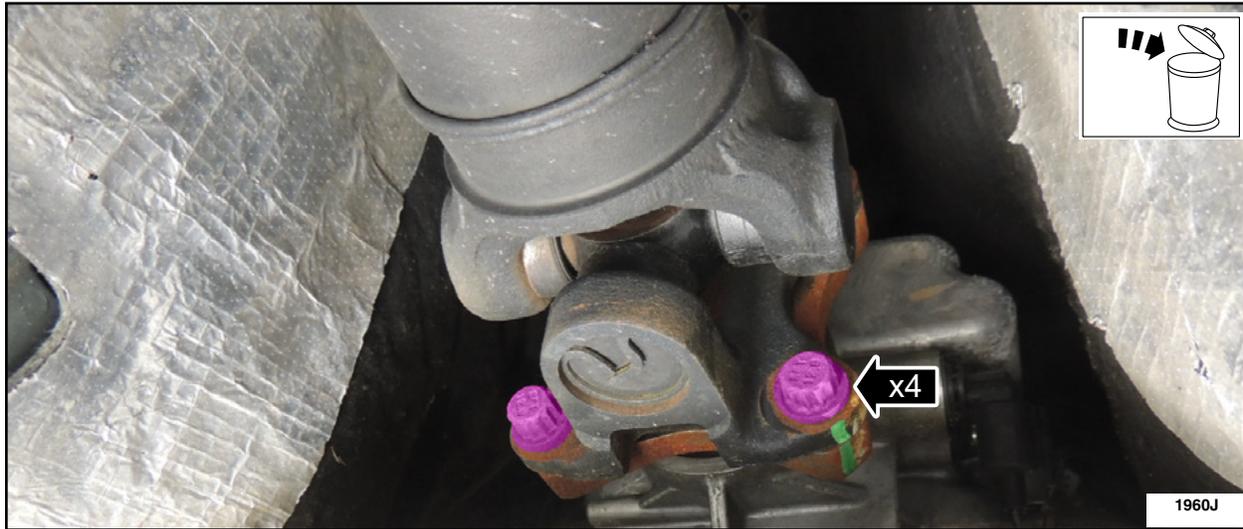


FIGURE 9

11. Pry the driveshaft off of the transmission flange and rest the driveshaft on the transmission crossmember. See Figure 10.

**NOTICE:** Do not over articulate the driveshaft or damage may occur. The maximum articulation of any U-joint is 15 degrees. Damage may occur if any U-joint of the driveshaft is flexed further than the maximum allowable degrees.

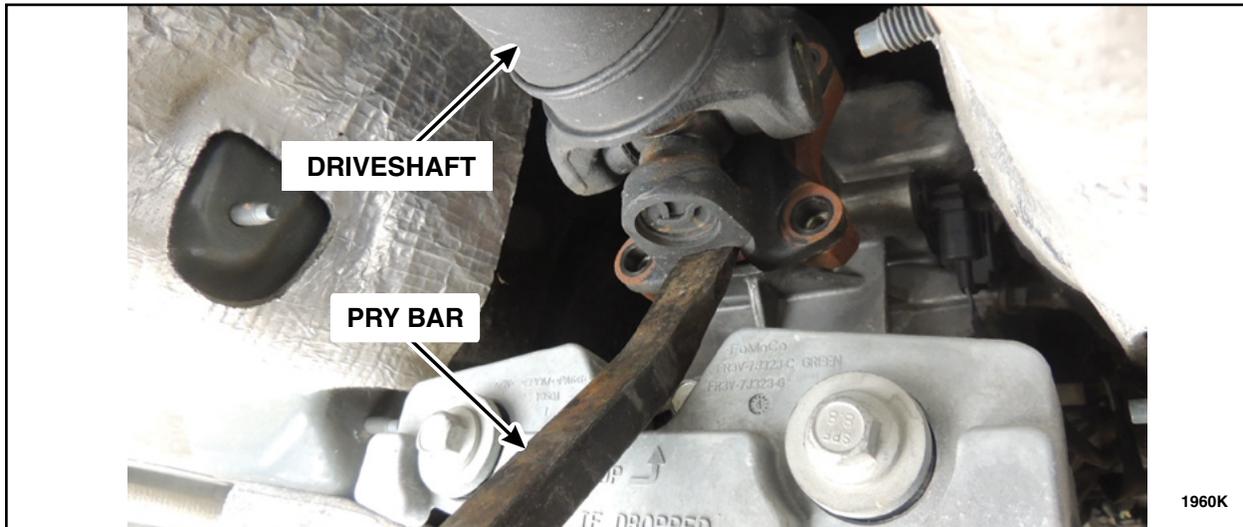


FIGURE 10



12. Position a block of wood and a jack stand under the transmission crossmember. See Figure 11.

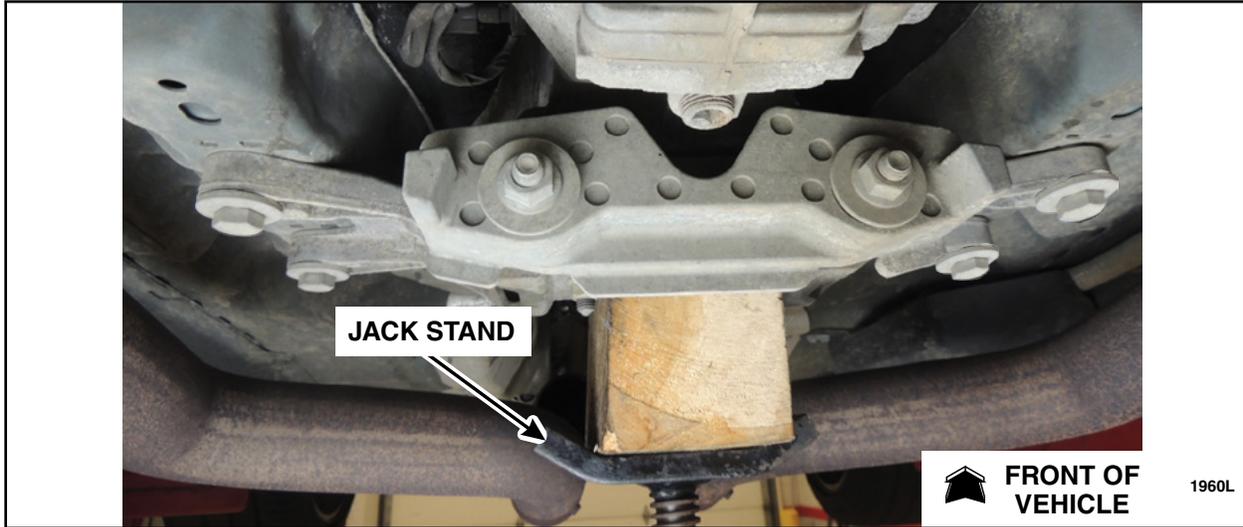


FIGURE 11

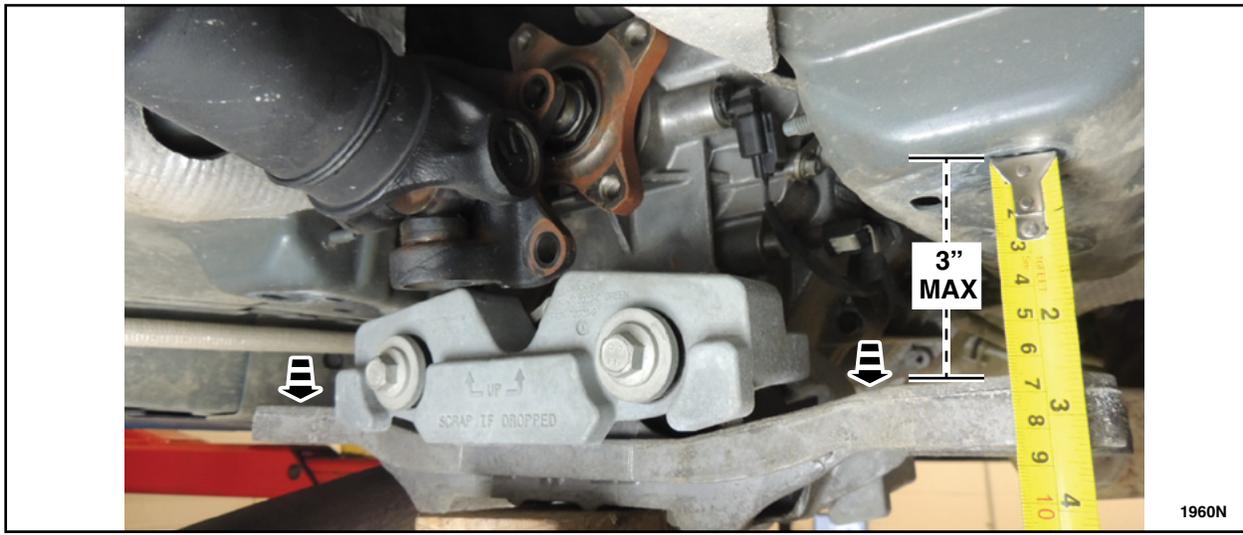
13. Remove the four transmission crossmember bolts. See Figure 12.



FIGURE 12

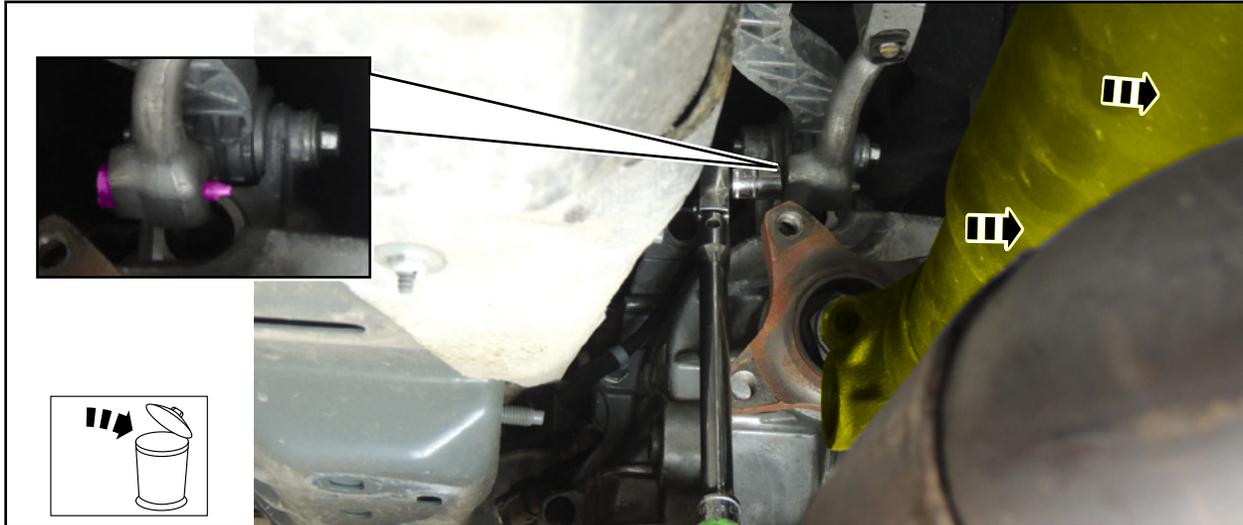


14. Using the jack stand, lower the transmission crossmember no more than 3 inches with the driveshaft positioned on top. See Figure 13.



**FIGURE 13**

15. Position the driveshaft to the right hand (RH) side and remove and discard the gearshift lever threaded pin. See Figure 14.



**FIGURE 14**



16. Position the driveshaft to the left hand (LH) side and remove the gearshift lever to transmission bolt.  
See Figure 15.

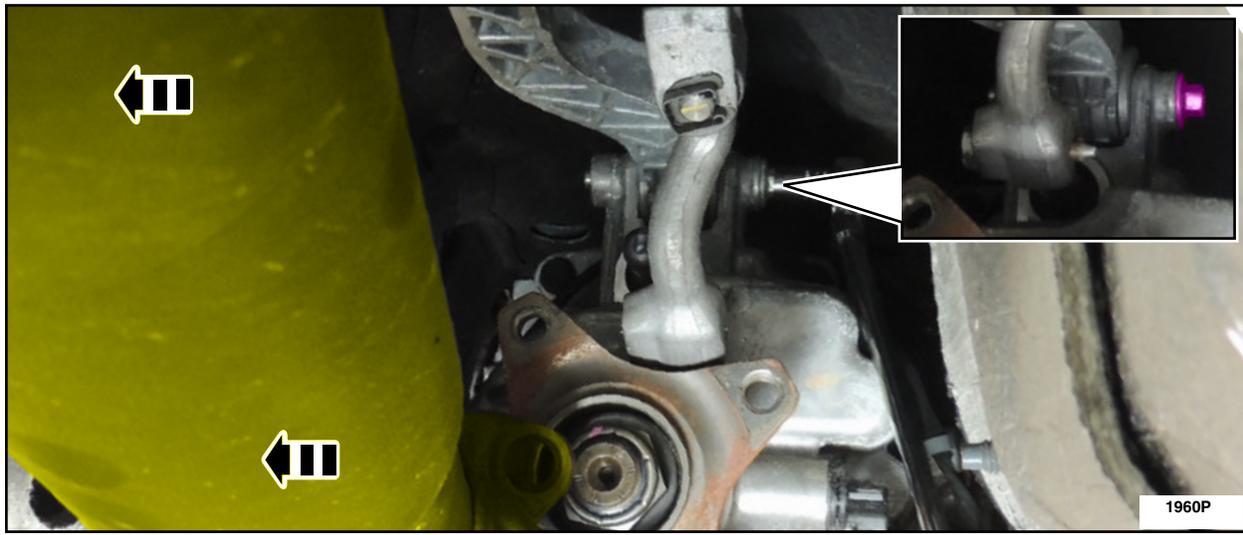


FIGURE 15

17. Remove and discard the gearshift lever nuts and the gearshift lever assembly. See Figure 16.

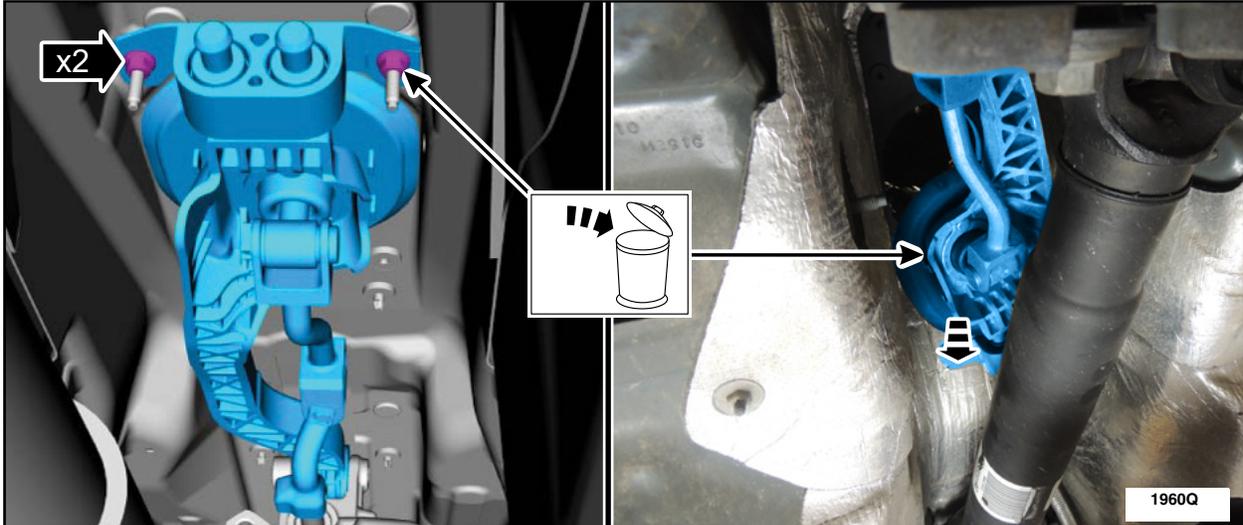
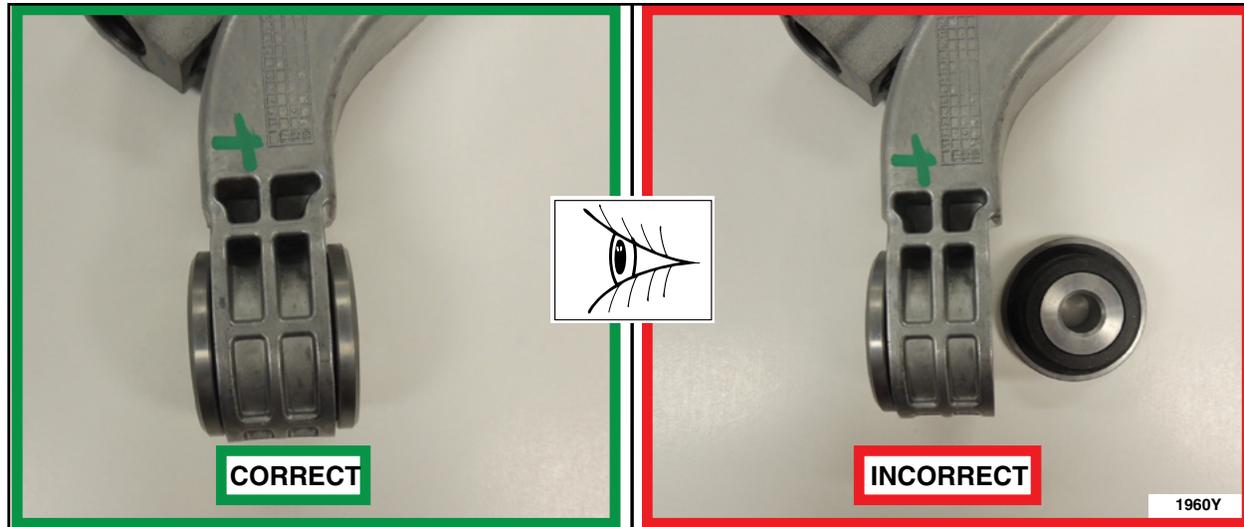


FIGURE 16

18. Prior to installation, inspect to ensure the rear bushings are intact. If the bushings are loose, reinstall. See Figure 17.



**FIGURE 17**

19. Install the *new* gearshift lever assembly and nuts. See Figure 16.

- *Torque:* 97 lb.in (11 Nm)

20. Install the gearshift lever to transmission bolt. See Figure 15.

- *Torque:* 30 lb.ft (40 Nm)

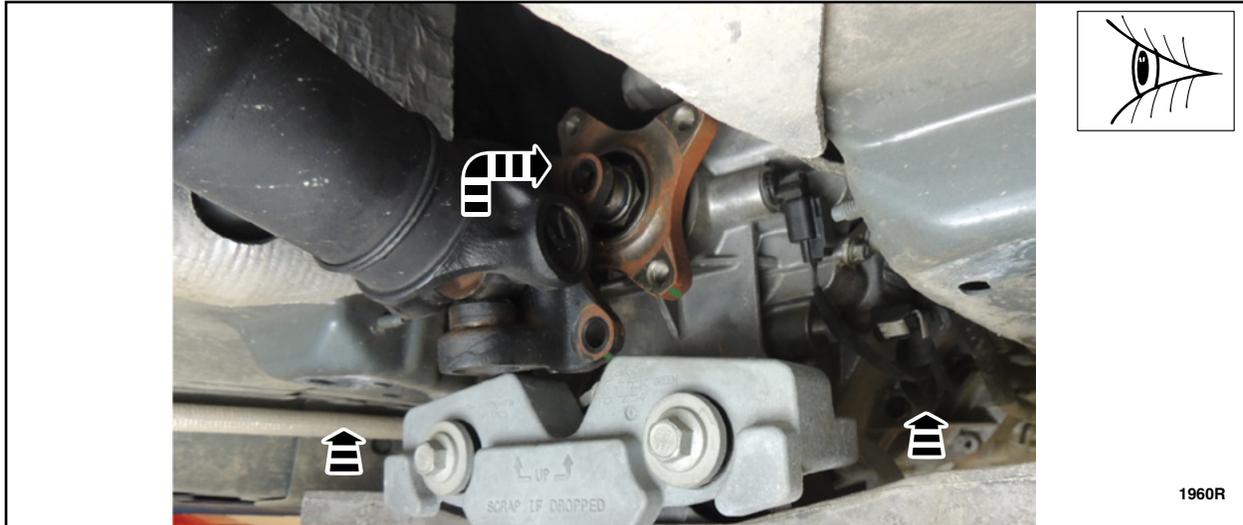
21. Position the driveshaft to the RH side. See Figure 14.

22. Install the *new* gearshift lever threaded pin. See Figure 14.

- *Torque:* 133 lb.in (15 Nm)



23. Raise the transmission crossmember, while at the same time aligning the driveshaft to the transmission flange using the paint stick mark. See Figure 18.



**FIGURE 18**

24. Install the four transmission crossmember bolts. See Figure 12.
- *Torque:* 46 lb.ft (63 Nm)
25. Install the four *new* driveshaft to transmission flange retainers. See Figure 9.
- *Torque:* 80 lb.ft (109 Nm)
26. Position the exhaust clamps forward to their correct locations and engage the safety retainers. See Figure 7.
27. Tighten down the exhaust clamp nuts. See Figure 6.
- *Torque:* 35 lb.ft (48 Nm)



28. Inside the vehicle, pull the white installation cord upwards and clockwise at the same time, to seat the attached gearshift assembly's rubber grommet to floor pan seal over the sheet metal. See Figure 19.

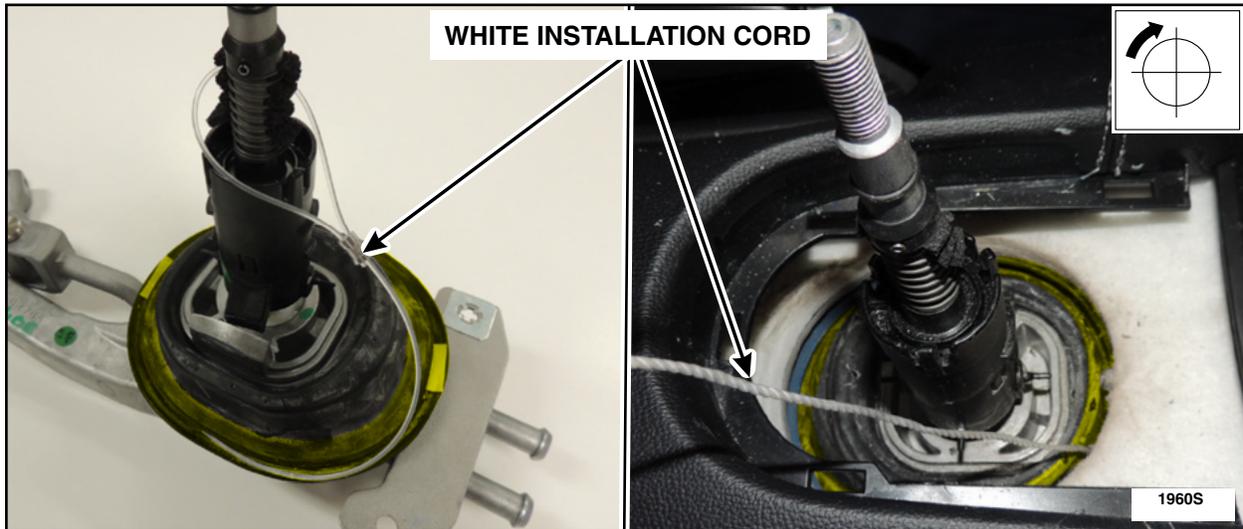


FIGURE 19

29. Install the rubber NVH boot over the gearshift. See Figure 20.

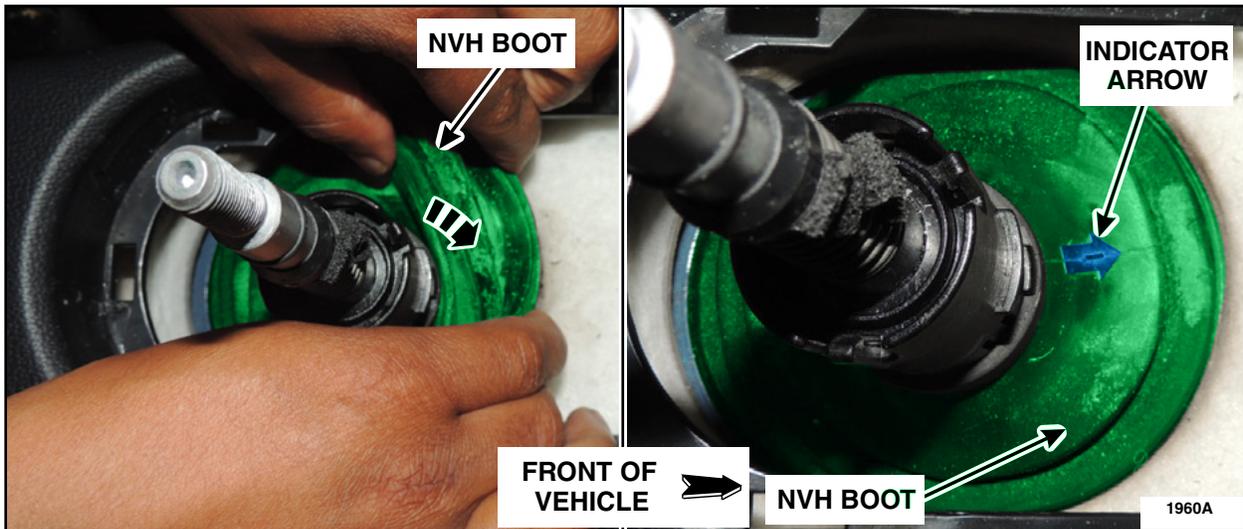


FIGURE 20



30. Inspect the NVH boot for the correct installation position. See Figure 21.

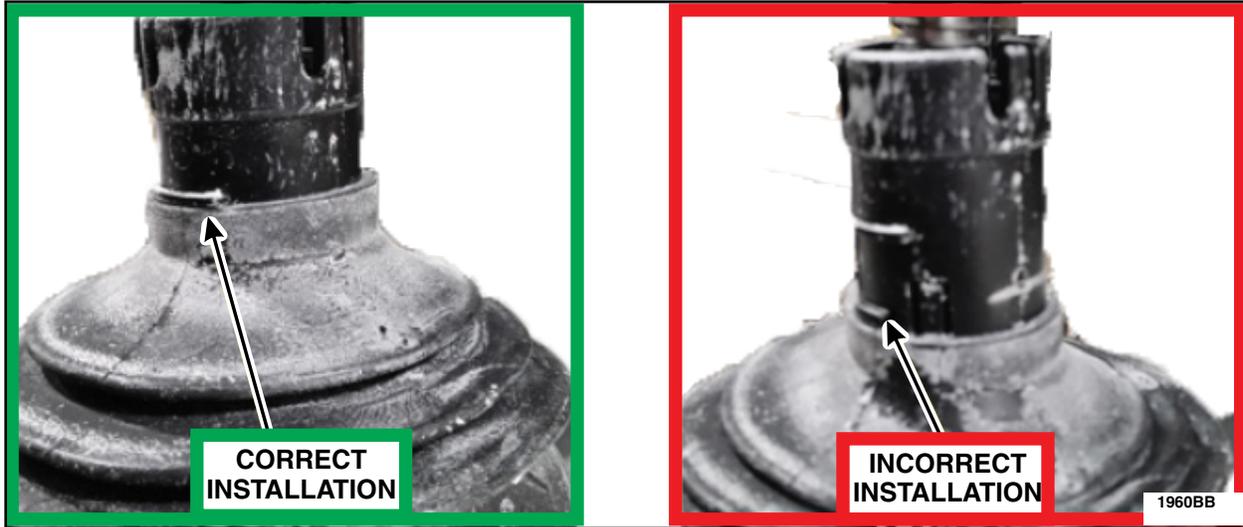


FIGURE 21

31. Install the gearshift lever boot onto the reverse lock out sleeve's three retention tabs.  
See Figure 22.

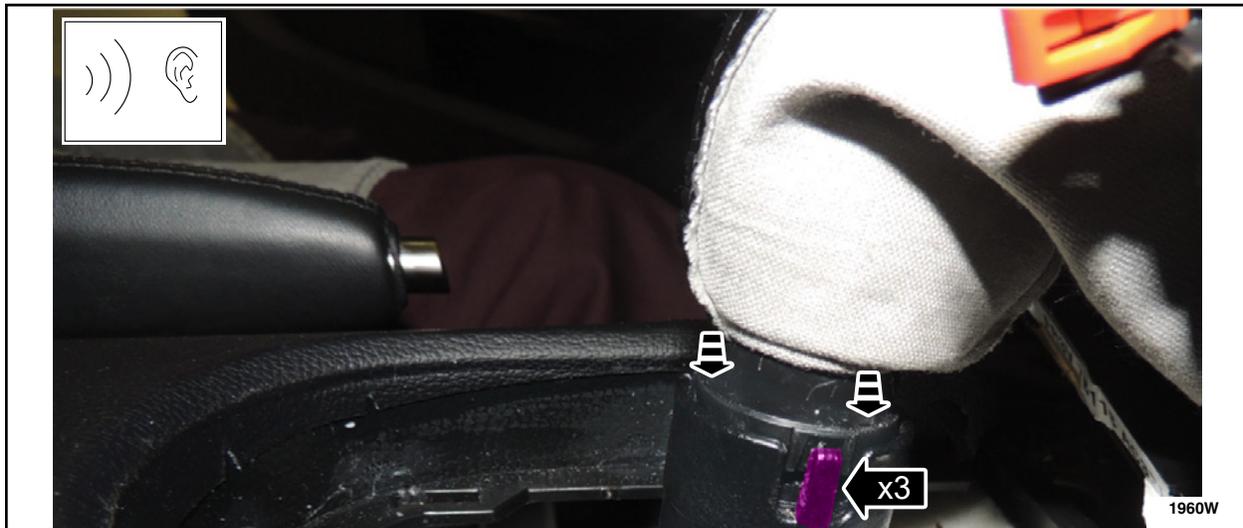


FIGURE 22



32. Install the gearshift bezel. See Figure 23.

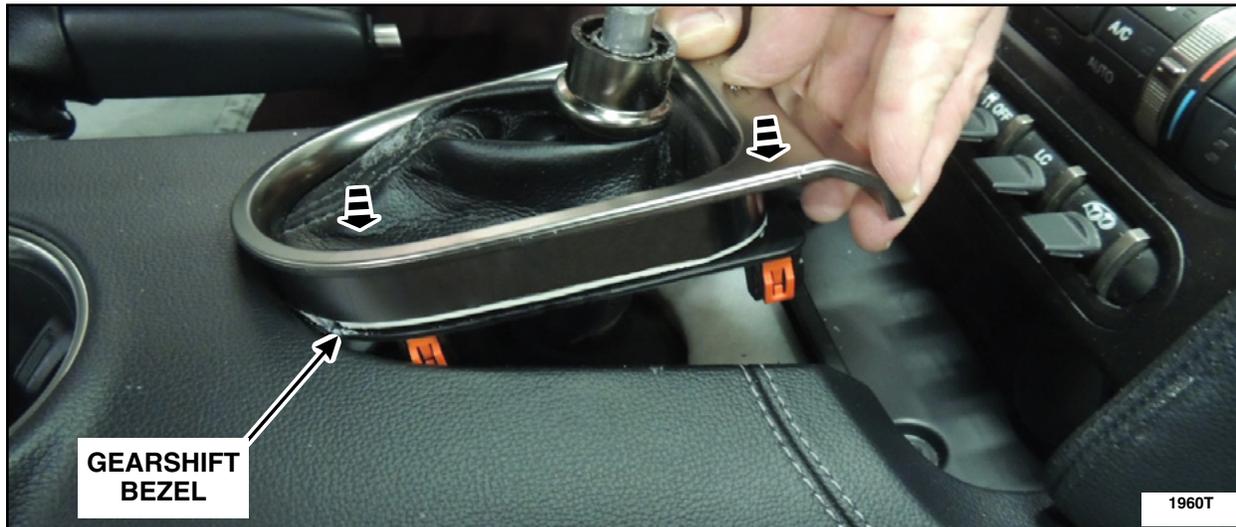


FIGURE 23

33. Install the center console mat. See Figure 24.

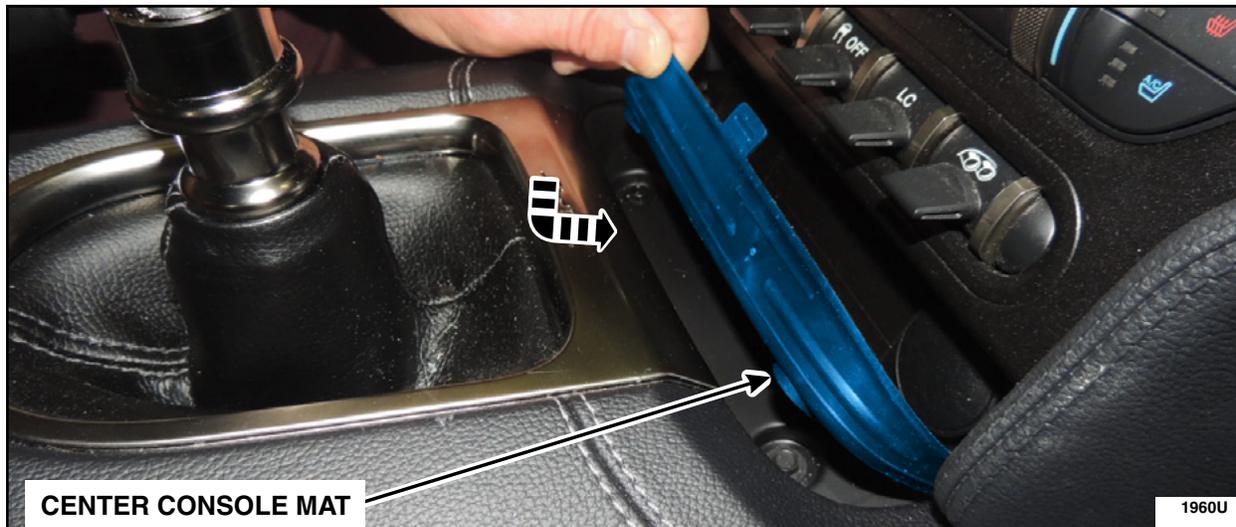


FIGURE 24



**NOTE:** The *new* gearshift lever assembly comes with a threadlocker patch. The knob must be squarely positioned within two minutes of installation.

34. Install the *new* gearshift knob or the customer's aftermarket gearshift knob clockwise until bottomed out and then turn counterclockwise up to a maximum of 359 degrees to center. See Figure 25.



**FIGURE 25**

**NOTE:** Allow gearshift knob to set for 1 hour before releasing the vehicle.

**NOTE:** Notify the customer to allow the gearshift knob to set for 24 hours before any aggressive shifting.

**NOTE:** Once the 2 minute set time has passed, if the knob has been twisted and/or removed, fully remove the gearshift knob, clean the threads, and Apply Motorcraft® Threadlock and Sealer TA-25-B. Install the gearshift knob.





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

February 2020

## Customer Satisfaction Program 19B34

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?** On your vehicle, the gearshift reverse lockout feature may not function as intended if the gearshift lever assembly becomes damaged during an aggressive shift event.

**What is the effect?** You may experience some difficulty shifting into first gear because the gearshift lever can travel to reverse without having to lift the reverse lockout mechanism. If the vehicle is in reverse gear, the reverse backup camera will appear on the display. You can only shift to reverse when the vehicle is stopped.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the gearshift lever assembly free of charge (parts and labor) under the terms of this program.

NOTE: Your vehicle is drivable after the repair, however, please allow 24 hours before any aggressive shifting of the gearshift lever.

This Customer Satisfaction Program will be in effect until February 13, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 19B34. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

- What should you do? (Continued)** Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- Do you need a rental vehicle?** Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.
- Have you previously paid for this repair?** If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to the replacement of the gearshift lever assembly. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before **February 13, 2022**. To avoid delays, do not send receipts to Ford Motor Company.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.  
You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.  
**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).  
For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).  
**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).  
Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division